

# Jasmine McIntosh

San Marcos, TX 78666

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I have a 4year professional experience in customer service; filling insurance claims and i have the ability stay motivated and organized. i have 40wpm typing speed and a 97% Accuracy. i have specialized computer skills working with different software. Im quick with and accurate with data entry.10 key, billing, scheduling, transcriptionm and confidence in learning new technology. I am Seeking a position with a company that will allow me to fully utilize my communication, organizational, and problem solving skills

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Fax reviewer**

Talent bridge -Lash Group - Remote

October 2022 to February 2023

Responsible for customer service duties; included answering customer queries, problem solving and providing detailed information on new products. Performed routine, but varied, duties requiring a variety of office skills and procedural knowledge in direct support of associates involved in the handling of claims

### **Customer Service Representative**

OneSupport - San Marcos, TX

September 2019 to March 2020

My particular job description was taking inbound calls handling billing technical support also connecting internet service phone service I'm getting customers signed Out handling any issues with account

### **Specimen Processor**

grifols - San Marcos, TX

January 2019 to July 2019

medical laboratory professional who works with samples including blood, bacteria, body tissue, organs, and possibly other materials. Job expectations can vary based on the type of samples that a person works with, but generally specimen processors work in medical laboratories, receiving and cataloging specimens from clients for tests and analyses. They may be responsible for testing, but if so, it is likely that they are only assigned basic tests; more complex tests are performed by professional laboratory technicians.

### **Patient Care Technician**

SUNRISE HEALTHCARE - San Marcos, TX

February 2018 to May 2018

A patient care technician is mainly focused on working closely with patients, in conjunction with nurses. PCTs, sometimes referred to as nursing assistants, help perform basic care for patients, such as assisting them in using the restroom, serving meals or changing bedding

## **Patient Care Technician**

San Marcos Treatment Center - San Marcos, TX

January 2017 to January 2018

My overall job description was caring for children ages 5 to 18 years old in a mental health facility alongside nurses and other Healthcare professionals I work daily with the children as a care technician a big part of my job was communication as well which is something that cannot be taught but was definitely something that you just have to be able to do working with children

## **Legend Oaks**

Rehabilitation - Kyle, TX

August 2017 to October 2017

this was an internship experience Under the supervision of the Charge Nurse, performs various direct patient care assignments pertaining to daily living activities to assist in the care of patients. These duties will be performed in compliance with federal, state and local regulations and company standards.

## **Monitor**

AUSTIN TRANSITIONAL CENTER

February 2017 to June 2017

Del Valley, Texas

- Maintaining security and control over federal residents and getting them prepared to be released into the community in a healthy and successful way.
- Keeping accountability of all residents in the facility

## **Administrative Office Assistant**

WORKFORCE SOLUTIONS

May 2016 to July 2016

This was a 6 week work experience program through Workforce Solutions Rural Capital Area. I was assigned to the Hays County Clerk to perform administrative duties.

## **Correction Officer**

GEO GROUP - Lockhart, TX

July 2014 to March 2015

- Arrange daily schedules for prisoners including library visits, work assignments, family visits, and counseling appointments.
- Assign duties to inmates, providing instructions as needed.
- Conduct head counts to ensure that each prisoner is present.
- Settle disputes between inmates

## **Cosmetologist**

JC PENNY'S SALON - San Marcos, TX

December 2013 to April 2014

- Advise clients on how to care for their hair at home
- Recommend products and information on products that best fits their budget and hair type

## Education

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### **Certificate**

AUSTIN COMMUNITY COLLEGE - San Marcos, TX

March 2016

### **High school or equivalent**

LOCKHART HIGH SCHOOL - Lockhart, TX

May 2012

## Skills

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- Psychology
- Counseling
- Mental Health
- Scheduling
- Customer Service Skills
- Microsoft Excel
- Outlook
- Child & Family Counseling
- Patient Care
- Laboratory Experience
- Individual / Group Counseling
- Social Work
- Typing
- Windows
- Medical billing
- Dispatching
- Confluence
- Office manager experience
- Google Suite
- Customer support
- CRM software
- Public relations
- Sales
- Clerical experience
- iOS
- Mac OS
- Google Docs
- Search engines
- Inside sales

- Live chat
- Software troubleshooting
- Operating systems
- Zendesk
- Social media management
- Order fulfillment
- Banking
- Analysis skills
- ConnectWise
- Customer service
- Bookkeeping
- Sage
- Xero
- Negotiation
- Research
- Case management
- Spanish
- Proofreading
- Telecommunication
- English
- Microsoft Word
- Restaurant experience
- Medicare
- Caregiving
- Cash handling
- Cash handling
- Communication skills
- Planograms
- Computer skills
- Microsoft Office
- Documentation review
- Financial services
- Data entry
- Copywriting
- Human resources
- Time management
- Retail sales

## Certifications and Licenses

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### **Patient Care**

Legend Oaks  
Sunrise Health Care

### **CNA**

### **CPR Certification**

### **First Aid Certification**

### **AED Certification**

## Assessments

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### **Administrative assistant/receptionist — Proficient**

May 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.